STATE OF ILLINOIS)
COUNTY OF COOK) SS)
VERIFI	CATION
I, Glenn A. Harris, on oath state that I repre	sent Northpoint Communications, Inc., that I have
read the foregoing Joint Petition, and that the inform	mation contained therein is true and correct to the
best of my knowledge and belief.	
Subscribed and Sworn to	
Before me this day of January, 2001.	
Notary Public	
My Commission Expires:	

STATE OF ILLINOIS)	66
COUNTY OF COOK)	SS
VERIFI	CATIC	ON
I, Thomas H. Rowland, on oath state that I	represei	ent Rhythms Netconnections and Rhythms
Links, Inc., that I have read the foregoing Joint Pet	ition, ar	and that the information contained therein is
true and correct to the best of my knowledge and be	elief.	
	_	
Subscribed and Sworn to		
Before me this day of		
February, 2001.		
Notary Public		
My Commission Expires:		

STATE OF ILLINOIS)) SS
COUNTY OF COOK	CATION
read the foregoing Joint Petition, and that the inform	represent Sprint Communications L.P., that I have mation contained therein is true and correct to the
best of my knowledge and belief.	
Subscribed and Sworn to Before me this day of January, 2001.	
Notary Public	
My Commission Expires:	

STATE OF ILLINOIS)	SS		
COUNTY OF COOK)	33		
VEF	RIFICATIO	ON		
I, Paul Rebey, on oath state that I repres	sent Focal	Communica	ations Corporat	tion of Illinois, that
I have read the foregoing Joint Petition, and that	at the infor	mation cont	tained therein is	s true and correct to
the best of my knowledge and belief.				
	<u> </u>			
Subscribed and Sworn to				
Before me this day of				
January, 2001.				
Notary Public				
My Commission Expires:				

VERIFICATION

I, Carrie J. Hightman, on oath state that I represent Gabriel Communications of Illinois, Inc.,
that I have read the foregoing Joint Petition, and that the information contained therein is true and
correct to the best of my knowledge and belief.
Subscribed and Sworn to
Before me this day of
February, 2001.
Notary Public
My Commission Expires:

CERTIFICATE OF SERVICE

I, Louise A. Sunderland, an attorney, hereby certify that copies of the Joint Petition were served upon the persons on the attached service list on February 2, 2001, and upon the other persons on the attached service list by U.S. Mail or Federal Express from Chicago, Illinois.

Louise A. Sunderland

PM F	Measure Name	Disaggregation Category	FX Disaggregation Detail
Orderin			
1	Average Response Time for OSS Pre-Order Interfaces		Address Verification Request for Telephone Number
1			Service Availability
1			Service Appointment Scheduling Dispatch Required
1			PIC
1			Feature Availability
1			DSL Loop Qualification NC/NCI Service Availability
1			CFA Availability
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	Manual Requests	XDSL actual Loop Makeup Information
2	Percent Responses Received within "x" seconds-OSS Interfaces	Electronic Requests	XDSL actual Loop Makeup Information Address Verification
2	Total Responses received within A second-octomerates		Address Verification
2			Request for Telephone Number
2			Request for Telephone Number Request for Customer Service Record
2			Request for Customer Service Record
2			Service Availability
2			Service Availability Service Appointment Scheduling
2			Service Appointment Scheduling
2			Dispatch Required
2			Dispatch Required PIC
2		1	PIC
2			FAV/SAV
2			FAV/SAV
2		1	DSL Loop Qualification DSL Loop Qualification
2			NC/NCI Service Availability
2		ļ	NC/NCI Service Availability CFA Availability
2		1	CFA Availability CFA Availability
3	EASE Average Response Time - Technically Infeasible		
4	OSS Interface Availability	1	EDI
4	1		
•			TCNET
4		1	AEMS
		1	
•	1	1	ЕВТА
4			EBTA- GUI
4			2017-001
•	1		ARIS
4			BOP-GUI
т Qualit	ty & Status Measurements		101-001
5	Percent Firm Order Confirmations (FOCs) Returned within "X" Hours	Manual Requests	Simple Res. and Bus. < 24 hours
5		Manual Requests	Simple Res. and Bus. < 24 Hours
5	}	Manual Requests Manual Requests	Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours
5 5		Manual Requests	Complex Bus. (> 200 Lines) < 48 hours
5		Manual Requests	Complex Bus. (> 200 Lines) < 48 hours
5	1	Manual Requests	UNE Loop (1-49 Loops) < 24 hours
5		Manual Requests	UNE Loop (1-49 Loops) < 24hrs
5 5		Manual Requests Manual Requests	UNE Loop (>=50 Loops) < 48 hours UNE Loop (>= 50 Loops) < 48 hrs.
5		Manual Requests	Switch Ports < 24 Hours
5		Manual Requests	Switch Ports < 24 Hours
		14 15	CIA Centrex (1-200 Lines) < 24 Hours
5		Manual Requests	
5 5		Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours
5 5 5		Manual Requests Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours
5 5 5 5		Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours
5 5 5		Manuel Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours
5 5 5 5 5 5 5		Manusi Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus <24 hours CIPO (UNE P) Simple Res and Bus <24 hours CIPO (UNE P) Complex Business (1-200) <24 hours CIPO (UNE P) Complex Business (1-200) <24 hours
5 5 5 5 5 5 5		Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours
5 5 5 5 5 5 5 5 5		Manusi Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests Manuai Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus <24 hours CIPO (UNE P) Simple Res and Bus <24 hours CIPO (UNE P) Complex Business (1-200) <24 hours CIPO (UNE P) Complex Business (1-200) <24 hours
5 5 5 5 5 5 5		Manual Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (>24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) <48 hours CPO (UNE P) Clomplex Business (>200) <48 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <4 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Msmal Requests Msmal Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus < 24 hours CIPO (UNE P) Simple Res and Bus < 24 hours CIPO (UNE P) Clomptex Business (1-200) < 4 hours CIPO (UNE P) Clomptex Business (1-200) < 4 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours CIPO (UNE P) Clomptex Business (>200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Res & Bus > 10 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours CRO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Mmual Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) <48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CRes & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 88 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours CRO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Memual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) <48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CRes & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (>200 Lines) < 48 hours Complex Bus. (>200 Lines) < 48 hours Complex Bus. (>200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Msmal Requests Msmal Requests Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Ciomplex Business (1-200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (>200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Complex Bus (> 200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 2 hours UNE Loop (1-49 Loops) Belectonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Memual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CRes & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (2 200 Lines) < 48 hours Complex Bus. (>200 Lines) <48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Biectonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours UNE Loop (1-90 Loops) Electonically Processed < 2 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Complex Bus (> 200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (> 200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 2 hours UNE Loop (1-49 Loops) Belectonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Memual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CRes & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2 200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (5 0 Loops) < 48 hours UNE Loop (5 0 Loops) Electorically Processed < 2 hours UNE Loop (5 0 Loops) Electorically Processed < 2 hours UNE Loop (5 0 Loops) & 48 hours UNE Loop (5 0 Loops) & 48 hours Switch Ports > Manually Processed < 5 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Msmal Requests Msmal Requests Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Ciomplex Business (1-200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours CPO (UNE P) Ciomplex Business (>200) < 48 hours Complex Pus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (>50 Loops) < 50 Loops < 50 L
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) <48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1 - 200 Lines) < 24 hours Complex Bus (1 - 200 Lines) < 24 hours Complex Bus (1 - 200 Lines) < 48 hours Complex Bus (> 200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Blectonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 50 hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Memual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (50 Loops) Electonically Processed < 2 hours UNE Loop (50 Loops) Electonically Processed < 2 hours UNE Loop (50 Loops) Electonically Processed < 2 hours UNE Loop (50 Loops) 48 hours Switch Ports - Manually Processed < 5 Hours Switch Ports - S Hours Switch Ports - Electronically Processed < 2 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) <48 hours CPO (UNE P) Complex Business (>200) <48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) <24 hours Complex Bus. (1-200 Lines) <24 hours Complex Bus. (1-200 Lines) <48 hours Complex Bus. (>200 Lines) <48 hours UNE Loop (1-49 Loops) Manually Processed <5 hours UNE Loop (1-49 Loops) Manually Processed <5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (>50 Loops) <48 hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Msmal Requests Msmal Requests Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Complex Plus (-200 Lines) < 24 hours Complex Bus (-200 Lines) < 24 hours Complex Bus (-200 Lines) < 48 hours Complex Bus (-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (50 Loops) < 48 hours UNE Loop (50 Loops) < 50 Loops < 5
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) <48 hours CPO (UNE P) Complex Business (>200) <48 hours CPO (UNE P) Complex Business (>200) <48 hours Res & Bus >5 Hours Complex Bus (1-200 Lines) <24 hours Complex Bus (1-200 Lines) <24 hours Complex Bus (1-200 Lines) <48 hours UNE Loop (1-49 Loops) Manually Processed <5 hours UNE Loop (1-49 Loops) Manually Processed <5 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (1-49 Loops) Electorically Processed < 2 hours UNE Loop (1-49 Loops) 648 hours UNE Loop (1-49 Loops) 648 hours UNE Loop (>50 Loops) <48 hours UNE Loop (>50 Loops) <48 hours UNE Loop (>50 Loops) <48 hours Switch Ports - Electronically Processed < 2 hours UNE Loop (>50 Loops) <48 hours Switch Ports - Selectronically Processed < 2 Hours Switch Ports - Selectronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 24 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 24 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 24 Hours
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555555555555555555555555555555555555555		Manual Requests Memual Requests Electromic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Electorically Processed < 2 hours UNE Loop (1-95 Loops) Electorically Processed < 2 hours UNE Loop (1-95 Loops) Electorically Processed < 2 hours UNE Loop (5-95 Loops) < 48 hours Switch Ports - Manually Processed < 2 hours UNE Loop (5-95 Loops) < 48 hours Switch Ports - Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 24 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 24 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours CIA Centrex (1-200 Lines) - Aug for FOCs - 48 Hours
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIPO (UNE P) Simple Res and Bus < 24hours CPO (UNE P) Simple Res and Bus < 24hours CPO (UNE P) Complex Business (1-200) < 24hours CPO (UNE P) Clomplex Business (1-200) < 24hours CPO (UNE P) Clomplex Business (> 200) < 48 hours CPO (UNE P) Clomplex Business (> 200) < 48 hours CPO (UNE P) Clomplex Business (> 200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (2-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electrorically Processed < 2 hours UNE Loop (1-49 Loops) Electrorically Processed < 2 hours UNE Loop (2-49 Loops) Electrorically Processed < 2 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) < 49 hours
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555555555555555555555555555555555555555		Manual Requests Memual Requests Electromic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (> 200) < 48 hours CPO (UNE P) Complex Business (> 200) < 48 hours CPO (UNE P) Complex Business (> 200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (-200 Lines) < 48 hours Complex Bus (-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-95 Loops) Electonically Processed < 2 hours UNE Loop (5-95 Loops) < 48 hours UNE Loop (5-95 Loops) < 48 hours UNE Loop (5-95 Loops) Electonically Processed < 2 hours UNE Loop (5-95 Loops) For Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Lines) Selectonically Processed < 2 hours CIA Centrex (1-200 Lines) Selectonically Processed < 5 hours CIA Centrex (1-200 Lines) Selectonically Processed < 5 hours CPO (UNE P) Simple Res and Bus Manually Processed < 2 hours CPO (UNE P) Simple Res and Bus Leictonically Processed < 2 hours CPO (UNE P) Simple Res and Bus Leictonically Processed < 2 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours
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5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Manual Requests Memual Requests Electromic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Simple Res and Bus < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (> 200) < 48 hours CPO (UNE P) Complex Business (> 200) < 48 hours CPO (UNE P) Complex Business (> 200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (-200 Lines) < 48 hours Complex Bus (-200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-95 Loops) Electonically Processed < 2 hours UNE Loop (5-95 Loops) < 48 hours UNE Loop (5-95 Loops) < 48 hours UNE Loop (5-95 Loops) Electonically Processed < 2 hours UNE Loop (5-95 Loops) For Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Loops) Selectonically Processed < 2 hours UNE Loop (5-95 Lines) Selectonically Processed < 2 hours CIA Centrex (1-200 Lines) Selectonically Processed < 5 hours CIA Centrex (1-200 Lines) Selectonically Processed < 5 hours CPO (UNE P) Simple Res and Bus Manually Processed < 2 hours CPO (UNE P) Simple Res and Bus Leictonically Processed < 2 hours CPO (UNE P) Simple Res and Bus Leictonically Processed < 2 hours CPO (UNE P) Complex Business (1-200) < 24 hours CPO (UNE P) Complex Business (1-200) < 24 hours
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555555555555555555555555555555555555555		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <44 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Manually Processed < 2 hours UNE Loop (1-94 Loops) Electonically Processed < 2 hours UNE Loop (2-950 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) Sectonically Processed < 2 hours UNE Loop (2-50 Loops) < 48 hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) - 24 Hours CIA Centrex (1-200 Lines) - Avg for FOCs > 24 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 24 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 24 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 48 Hours CPO (UNE P) Simple Res and Bus - Hanually Processed < 5 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 5 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 5 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 5 hours CPO (UNE P) Cimplex Business (1-200) - 24 hours CPO (UNE P) Cimplex Business (1-200) - 24 hours CPO (UNE P) Cimplex Business (1-200) - 24 hours CPO (UNE P) Cimplex Business (1-200) - 24 hours CPO (UNE P) Cimplex Business (1-200) - 48 hours CPO (UNE P) Cimplex Business (1-200) - 48 hours CPO (UNE P) Cimplex Business (1-200) - 48 hours CPO (UNE P) Cimplex Business (1
555555555555555555555555555555555555555		Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (>200 Lines) < 48 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Electorically Processed < 2 hours UNE Loop (1-94 Loops) Electorically Processed < 2 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 49 hours UNE (Loops) < 40 hours UNE (Loop (UNE P) Clomplex Business (>500)
555555555555555555555555555555555555555	Percent Firm Order Confirmations (FOCs) for xDSL Capable Loops &	Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CRO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (>200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 48 hours Switch Ports - Manually Processed < 2 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 48 hours Switch Ports - Manually Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 24 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 48 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 48 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 48 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 48 Hours CIA Centrex (1-200 Lines) - Any for FOCs > 48 Hours CPO (UNE P) Simple Res and Bus - Manually Processed < 5 hours CPO (UNE P) Simple Res and Bus - Benancelly Processed < 5 hours CPO (UNE P) Simple Res and Bus - Benancelly Processed < 2 hours CPO (UNE P) Complex Business (1-200) < 44 hours CPO (UNE P) Complex Business (1-200) < 44 hours CPO (UNE P) Complex Business (1-200) < 44 hours Interconnection Trunks (>= 5 DST) - Any for FOCs > 8 days Interconnection Trunks (>= 5 DST) - Any for FOCs > 8 days Interconnection Trunks (>= 5 DST) - Any for FOCs > 8 days
555555555555555555555555555555555555555	Percent Firm Order Confirmations (FOCs) for xDSL Capable Loops & Line Sharing	Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours CPO (UNE P) Complex Business (>200) < 48 hours Res & Bus > 5 Hours Res & Bus > 5 Hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (200 Lines) < 48 hours UNE Loop (1-49 Loops) Manually Processed < 5 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-49 Loops) Electonically Processed < 2 hours UNE Loop (1-69 Loops) Electonically Processed < 2 hours UNE Loop (1-69 Loops) Electonically Processed < 2 hours UNE Loop (50 Loops) < 48 hours Switch Ports > Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (1-200 Lines) < 48 Hours CIA Centrex (1-200 Lines) < 49 Hours CIA Centrex (1-200 Lines) < 49 Hours CIA Centrex (1-200 Lines) < 40 Hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 5 hours CPO (UNE P) Complex Business (1-200) < 44 hours CPO (UNE P) Complex Business (1-200) < 44 hours CPO (UNE P) Complex Business (1-200) < 44 hours Interconnection Trunks (< 5 DS1) - Avg for FOCs > 6 days Interconnection Trunks (> 5 DS1) - Avg for FOCs > 6 days Interconnection Trunks (> 5 DS1) - Avg for FOCs > 8 days Interconnection Trunks (> 5 DS1) - Avg for FOCs > 8 days I
555555555555555555555555555555555555555	Percent Firm Order Confirmations (FOCs) for xDSL Capable Loops & Line Sharing	Manual Requests Memual Requests Memual Requests Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CRO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Complex Business (2-200) < 48 hours CPO (UNE P) Complex Business (2-200) < 48 hours CPO (UNE P) Complex Business (2-200) < 48 hours CPO (UNE P) Complex Business (2-200) < 48 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 24 hours Complex Bus. (1-200 Lines) < 48 hours Complex Bus. (2-200 Lines) < 48 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Electonically Processed < 2 hours UNE Loop (2-950 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours UNE Loop (2-50 Loops) < 48 hours Switch Ports - Selectronically Processed < 2 hours UNE Loop (2-50 Loops) < 48 hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours Switch Ports - Electronically Processed < 2 Hours CIA Centrex (1-200 Lines) - Avg for FOCs > 24 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 48 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 48 Hours CIA Centrex (2-200 Lines) - Avg for FOCs > 48 Hours CPO (UNE P) Simple Res and Bus - Manually Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Simple Res and Bus - Electronically Processed < 2 hours CPO (UNE P) Complex Business (1-200) < 48 hours Linterconnection Trunks (> 5 DST) - Avg for FOCs > 8 days Interconnection Trunks (> 5 DST) - Avg for FOCs > 8 days Inter
555555555555555555555555555555555555555	Percent Firm Order Confirmations (FOCs) for xDSL Capable Loops & Line Sharing	Manual Requests Electronic Requests	CIA Centrex (1-200 Lines) < 24 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CIA Centrex (> 200 Lines) < 48 Hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Simple Res and Bus <24 hours CPO (UNE P) Complex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (1-200) <24 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours CPO (UNE P) Clomplex Business (>200) < 48 hours Res & Bus > 5 Hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (1-200 Lines) < 24 hours Complex Bus (>200 Lines) < 48 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Manually Processed < 5 hours UNE Loop (1-94 Loops) Manually Processed < 2 hours UNE Loop (1-94 Loops) Electorically Processed < 2 hours UNE Loop (>50 Loops) < 48 hours UNE Loop (>50 Loops) < 50 hours UNE Loop (>50 Loo

5.1 5.1	Money Name 2005 Mark 1950	Disaggregation Colorory	Call Land Control of the Control of
5.1		Manual Requests	Line Sharing (> 49 Loops) < 48 Hours
		Manual Requests	Line Sharing (> 49 Loops) < 48 Hours
5.1		Electronic Requests	UNE xDSL Capable Loop (1-20 Loops) < 6 Hours
5.1		Electronic Requests	UNE xDSL Capable Loop (1-20 Loops) < 6 Hours
5.1 5.1		Electronic Requests Electronic Requests	UNE xDSL Capable Loop (> 20Loops) < 14 Hours UNE xDSL Capable Loop (> 20Loops) < 14 Hours
5.1		Electronic Requests	UNE XDSL Capable Loop (> 20Loops) < 14 Hours Line Sharing (1-49 Loops) < 6 Hours
5.1		Electronic Requests	Line Sharing (1-49 Loops) < 6 Hours
5.1		Electronic Requests	Line Sharing (> 49 Loops) < 14 Hours
5.1		Electronic Requests	Line Sharing (> 49 Loops) < 14 Hours
5.2	Percentage of Unsolicited FOCs by Reason Code	 	Cancel Customer Order
5.2			Add Service Order Number and or Line
5.2		i	Cancel Service Order
5.2 5.2			Service Order Due Date Change Service Order Line Change
6	Average Time to Return FOC	Manual Requests	All Res. And Business
6	•	Manual Requests	Complex Business (1-200)
6		Manual Requests	Complex Business (>200)
6		Manual Requests	UNE (1-49 Loops) < 24 Hours
6		Manual Requests	UNE Loop (>= 50 Loops)
6		Manual Requests	Switch Ports
6		Manual Requests	CIA Centrex (1-200 Lines) (hours)
6		Manual Requests	CIA Čentrex (>200 Lines) (hours)
6		Manual Requests	CPO (UNE P) Simple Res and Bus
6		Manual Requests	CPO (UNE P) Clomplex Business (1-200)
6		Manual Requests	CPO (UNE P) Clomplex Business (>200)
6		Electronic Requests	Simple Res. and Bus Manually Processed
6		Electronic Requests	Simple Res. and Bus Electronically Processed
6		Electronic Requests	Complex Bus. (1 - 200 Lines)
6	1	Electronic Requests	Complex Bus. (> 200 Lines)
6		Electronic Requests	UNE Loop (1-49 Loops) - Manually Processed
6		Electronic Requests	UNE Loop (1-49 Loops) - Electronically Processed
6		Electronic Requests	UNE Loop (>= 50 Loops)
6		Electronic Requests	Switch Ports - Manually Processed
6	1	Electronic Requests	Switch Ports - Electronically Processed CIA Centrex (1-200 Lines) (hours)
6	· ·	Electronic Requests	CIA Centrex (1-200 Lines) (hours) CIA Centrex (>200 Lines) (hours)
6		Electronic Requests	
6		Electronic Requests	Interconnection Trunts CPO (LIME P) Simple Res and Bus - Manual
6		Electronic Requests Electronic Requests	CPO (UNE P) Simple Res and Bus - Manual CPO (UNE P) Simple Res and Bus - Electronic
6			CPO (UNE P) Clomplex Business (1-200)
6		Electronic Requests Electronic Requests	CPO (UNE P) Clomplex Business (1-200)
6	A Time a Part - DCI FOC.	Manual Requests	UNE xDSL Capable Loop (1-49 Loops)
6.1	Average Time to Return DSL FOCs		UNE xDSL Capable Loop (> 49 Loops)
6.1		Manual Requests Manual Requests	Line Sharing (1-49 Loope)
6.1		Manual Requests	Line Sharing (>49 Loops)
6.1		Electronic Requests	UNE xDSL Capable Loop (1-49 Loops)
6.1	i	Electronic Requests	UNE xDSL Capable Loop (> 49 Loops)
6.1		Electronic Requests	Line Sharing (1-49 Loops)
6.1	Į.	Electronic Requests	Line Sharing (> 49 Loops)
6.1	Percent Mechanized Completions Returned Within 1 Hour of Completion	ERCHONIC REQUESTS	Cirio Origining (* 40 Europe)
7	in Ordering Systems		Resale
7	in ordering systems		UNEs
7			Combinations
	Percent Mechanized Completions Returned Within 1 Day of Work		
7.1	Completion		Resale
7.1			UNEs
7.1			Combinations
8	Average Time to Return Mechanized Completions		Resales UNEs
8			Combinations
	D . D		CLEC caused Reject
9	Percent Rejects		Ameritech Caused Rejects (Re-flowed Orders)
	Percent Rejects	l	
9	Percent Rejects Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject		
9			
9 9	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR		
9 9	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order		
9 9 10 10.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MCR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5		
9 9	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order		
9 9 10 10.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours		
9 9 10 10.1 10.2	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects		
9 9 10 10.1 10.2 10.3	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Mechanized Rejects		
9 9 10 10.1 10.2 10.3	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mechanized Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface		
9 9 10 10.1 10.2 10.3 11	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MCR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface		
9 9 10 10.1 10.2 10.3 11 11.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process		
9 9 10 10.1 10.2 10.3 11	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MCR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface		UNE Loops
9 9 10 10.1 10.2 10.3 11 11.1 11.1 11.2 12 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process		Resale
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process		Resale UNE Combos
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through		Resale UNE Combos Other
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process		Resale UNE Combos Other Resale
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13 13 13 13 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through		Resale UNE Combos Other Rosale UNE Loops
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through		Resale UNIX Combos Other Resale UNIX Loops UNIX Loops UNIX LOOPS UNIX LSNP
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through		Resale UNE Combos Other Rosale UNE Loops LNP
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through		Resale UNE Combos Other Resale UNE L UNE L COPE L L L P L SNP CPO (UNE-P)
9 9 9 9 10 10.1 10.2 10.3 11 11.1 12 13 13 13 13 13.1 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through		Resale UNIX Combos Other Rosale UNIX Loops UNIX Loops UNIX LOOPS UNIX LOOPS UNIX LOOPS CPO (UNIX-P) Resale Monthly Recurring/Non-recurring
9 9 9 10 10.1 10.2 10.3 11 11.1 11.1 11.1 11.1 11.1 11.1 1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through		Resale UNE Combos Other Rosale UNE Loops LNF LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching
9 9 9 10 10.1 10.2 10.3 11 11.1 11.1 12 12 12 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy		Resale UNIX Combos Other Resale UNIX Loops U
9 9 9 10 10.1 10.2 10.3 11 11.1 11.1 12 12 12 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills		Resale UNE Combos Other Rosale UNE Loops LNF LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching
9 9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13.1 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly		Resale UNE Combos Other Rosale UNE L Coops LNP LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrusthe Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly Billing Completeness		Resale UNIX Combos Other Rosale UNIX Loops UNIX Loops UNIX Loops UNIX LOOPS UNIX LOOPS CPO (UNIX-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly		Resale UNIE Combos Other Resale UNIE Loops UNIE Loops LNP LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RSS/AEBS ACIS/CABS CABS
9 9 10 10.1 10.2 10.3 11 11.1 11.1 11.1 11.1 11.1 11.1 1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Lisage Records Transmitted Correctly Billing Completeness Billing Time(times) (Wholesale Bill) Daily Usage Feed Timehness		Resale UNIX Combos Other Rosale UNIX Loops UNIX Loops UNIX Loops UNIX LOOPS UNIX LOOPS CPO (UNIX-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS
9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13 13.1 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Lisage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage Feed Timeliness		Resale UNIX Combos Other Resale UNIX Loops UNIX Loops UNIX Loops UNIX LOOPS UNIX LOOPS UNIX LOOPS Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS CABS ACIS/CABS
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 13 13 13.1 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage 4 Administrative		Resale UNIX Combos Other Resale UNIX Loops UNIX Loops UNIX Loops UNIX LOOPS UNIX LOOPS UNIX LOOPS Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS CABS ACIS/CABS
9 9 10 10.1 10.2 10.3 11 11.1 12 13 13 13 13 13 13 13 13 13 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Lisage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage Feed Timeliness	E E	Resale UNF Combos Other Rosale UNE Loops UNF Loops UNF Loops UNF Loops UNF LOOP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RS/ AEBS ACLS/CABS ACLS/CABS CABS AEBS DUF
9 9 10 10.1 10.2 10.3 11 11.1 11.2 12 12 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Loage Records Transmitted Correctly Billing Timeliness (Wholesale Bill) Daily Usage Freed Timeliness Unbillable Usage a Administrative Local Service Center (USC) Average Speed of Answer		Resale UNR Combos Other Resale UNR Loops UNF Loops Resale Monthly Recurring/Non-recurring Usage/ Unbundled Local Switching Other Unbundled Network Elements RBS/ AEBS ACIS/CABS CABS CABS ACIS/CABS CABS CABS CABS CABS CABS CABS CABS
9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13.1 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage 4 Administrative		Resale UNE Combos Other Rosale UNE Loops UNE Loops UNE Loops UNE Loops UNE LOOP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACLS/CABS CABS AEBS DUF Resale Resale
9 9 10 10.1 10.2 10.3 11 11.1 12.2 12 13 13 13 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Loage Records Transmitted Correctly Billing Timeliness (Wholesale Bill) Daily Usage Freed Timeliness Unbillable Usage a Administrative Local Service Center (USC) Average Speed of Answer		Resale UNE Combos Other Resale UNE Loops CPO (UNE-P) Resale Monthly Recurring/Non-recurring Unage/Unbundled Local Switching Other Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACLS/CABS ACLS/CABS ACLS/CABS CABS ACLS/CABS CABS ACRES AC
9 9 10 10.1 10.2 10.3 11 11.1 11.1 11.2 12 13 13 13 13.1 13.1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Billing Completerers Billing Completerers Billing Completerers Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage Administrative Local Service Center (LSC) Average Speed of Answer		Resale UNE Combos Other Resale UNE Combos Other Resale UNE Loops Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS CABS ACIS/CABS CABS ACIS/CABS CABS ACIS/CABS CABS ACIS/CABS CABS RESALE UNE Resale UNE Resale UNE Resale UNE Resale UNE Resale UNE RSSL
9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13 13 13 13 13 13 13 13 13 13 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thrus the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Loage Records Transmitted Correctly Billing Timeliness (Wholesale Bill) Daily Usage Freed Timeliness Unbillable Usage a Administrative Local Service Center (USC) Average Speed of Answer		Resale UNF Combos Other Rosale UNF Combos Other Rosale UNF Loops LNP LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Unage/Unbundled Local Switching Other Unbundled Network Elements RS/ AEBS ACS/CABS ACS/CABS ACS/CABS CABS AEBS DUF Resale UNE Resale UNE Resale UNE Resale UNE RSI
9 9 10 10.1 10.2 10.3 11 11.1 11.1 11.1 11.1 11.1 11.1 1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Billing Completeness Flow Through Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage a Administrative Local Service Center (LSC) Average Speed of Answer Average Hold Time for LSC Local Service Center (LSC) Grade of Service (GOS)	F	Resale UNE Combos Other Resale UNE Loops Resale Monthly Recurring/Non-recurring Unage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS CABS ACIS/CABS AC
9 9 10 10.1 10.2 10.3 11 11.1 12 12 12 13 13 13 13.1 13.1 1	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Procent Flow Through Total Order Process Plow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Loage Records Transmitted Correctly Billing Timeliness (Wholesale Bill) Daily Usage Freed Timeliness Unbillable Usage a Administrative Local Service Center (LSC) Average Speed of Answer Average Hold Time for LSC Local Service Center (LSC) Crade of Service (COS) Percent Busy in the Local Service Center (LSC)		Resale UNF Combos Other Rosale UNF Combos Other Rosale UNF Loops LNP LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Unage/Unbundled Local Switching Other Unbundled Network Elements RS/ AEBS ACS/CABS ACS/CABS ACS/CABS CABS AEBS DUF Resale UNE Resale UNE Resale UNE Resale UNE RSI
9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13.1 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage 4 Administrative Local Service Center (LSC) Average Speed of Answer Average Hold Time for LSC Local Operations (LOC) Average Speed of Answer		Resale UNE Combos Other Rosale UNE Combos Other Rosale UNE Loops LNP LSNP CPO (UNE-P) Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACLS/CABS CABS AEBS DUF Resale UNE Resale UNE SEL Resale UNE SSL Resale UNE Resale UNE SSL Resale UNE Resale Resale Resale UNE Resale
9 9 10 10.1 10.2 10.3 11 11.1 12.2 12 13 13 13 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 Hours Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Procent Flow Through Total Order Process Plow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Loage Records Transmitted Correctly Billing Timeliness (Wholesale Bill) Daily Usage Freed Timeliness Unbillable Usage a Administrative Local Service Center (LSC) Average Speed of Answer Average Hold Time for LSC Local Service Center (LSC) Crade of Service (COS) Percent Busy in the Local Service Center (LSC)	E CONTRACTOR OF THE PROPERTY O	Resale UNE Combos Other Resale UNE Loops UNE LOOP Resale Monthly Recurring/Non-recurring Unage/Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACLS/CABS ACL
9 9 10 10.1 10.2 10.3 11 11.1 12 12 13 13 13.1 13.1 13.1 13	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in MOR Percent Mechanized Rejects Returned within 1 Hour of Receipt of Order Percent Manual Rejects Received Electronically and Returned within 5 hours Percent Manual Rejects Received Manually and Returned Within 5 hours Mean Time To Return Mechanized Rejects Mean Time To Return Manual Rejects that are Received Electronically via an Interface Mean Time to Return Manual Rejects that are Received thru the Manual Process Mechanized Provisioning Accuracy Order Process Percent Flow Through Total Order Process Flow Through Billing Accuracy Percent of Accurate and Complete Formatted Mechanized Bills Percent of Usage Records Transmitted Correctly Billing Completeness Billing Timeliness (Wholesale Bill) Daily Usage Feed Timeliness Unbillable Usage 4 Administrative Local Service Center (LSC) Average Speed of Answer Average Hold Time for LSC Local Operations (LOC) Average Speed of Answer		Resale UNE Combos Other Resale UNE Combos Other Resale UNE Loops Resale Monthly Recurring/Non-recurring Usage/Unbundled Local Switching Other Unbundled Local Switching Other Unbundled Network Elements RBS/AEBS ACIS/CABS CABS CABS CABS CABS CABS CABS CABS

oning			
	viean Installation Interval	POTS.	Res Field Work
		POTS:	Res No Field Work
,		POTS: POTS:	Business - Field Work
,		POTS:	Business - No Field Work CIA Centrex - No FW (Days)
,		POTS:	CIA Centrex - FW (Days)
,		UNE Combinations.	Res Field Work
'		UNE Combinations:	Res No Field Work
		UNE Combinations:	Business - Field Work
7	Percent Installations Completed in "X" Business Days (POTS)	UNE Combinations: POTS:	Business - No Field Work Res Field Work
, '	event frommations compresed in A business Days (1015)	POTS:	Res No Field Work
,		POTS:	Business - Field Work
3		POTS.	Business - No Field Work
,		POT5:	CIA Centrex - Field Work
3		POTS: UNE Combinations:	CIA Centrex - No Field Work Res Field Work
:		UNE Combinations:	Res No Field Work
		UNE Combinations:	Business - Field Work
		UNE Combinations:	Business - No Field Work
- 1	ercent Ameritech Caused Missed Due Dates	POTS:	Res Field Work
1		POTS:	Res No Field Work
		POTS:	Business - Field Work Business - No Field Work
		UNE Combinations	Res Field Work
		UNE Combinations	Res No Field Work
		UNE Combinations:	Business - Field Work
_		UNE Combinations:	Business - No Field Work
	ercent Company Missed Due Dates Due to Lack of Facilities	POTS:	Business class of service % missed
		POTS:	Business class of service % missed >30
		POTS:	Business class of service % missed > 90 Residence class of service % missed
		POTS:	Residence class of service % missed > 30
		POTS	Residence class of service % missed > 90
1		UNE Combinations:	UNE Combo Residence class of service % missed
.		UNE Combinations:	UNE Combo Residence class of service % missed > 30
		UNE Combinations	UNE Combo Residence class of service % missed > 90
		UNE Combinations: UNE Combinations:	UNE Combo Business class of service % missed UNE Combo Business class of service % missed > 30
İ		UNE Combinations:	UNE Combo Business class of service % missed > 90
	verage Delay Days For Missed Due Dates Due to Lack of Facilities	POTS:	Residence class of service
1	• , ,	POTS:	Business class of service
		UNE Combinations	Business class of service
		UNE Combinations	Residence class of service
	verage Delay Days for Ameritech Caused Missed Due Dates	POTS:	Residence class of service - FW
ļ		POTS:	Residence class of service - No FW Business class of service - FW
		POTS:	Business class of service - No FW
		UNE Combinations	Residence class of service - FW
		UNE Combinations	Residence class of service - No FW
		UNE Combinations	Business class of service - FW
		UNE Combinations	Business class of service - No FW
	ercent Ameritech Caused Missed Due Dates > 30 Days	POTS:	Residential - Field Work (FW) Residential - No Field Work (NFW)
		POTS:	Business- Field Work (FW)
		POTS:	Business - No Field Work (NFW)
İ		UNE Combinations	Residence class of service - FW
		UNE Combinations	Residence class of service - No FW
		UNE Combinations	Business class of service - FW
	ount of Orders Canceled After the Due Date Which Were Caused by	UNE Combinations	Business class of service - No FW
	meritech	POTS:	Residence class of service 1-30
		POTS:	Residence class of service 31-90
		POTS:	Residence class of service > 90
1		POTS:	Business class of service 1-30
		POTS:	Business class of service 31-90
İ		POTS:	Business class of service > 90
- 1		UNE Combinations UNE Combinations	Business class of service 1-30 Business class of service 31-90
)		UNE Combinations	Business class of service > 90
		UNE Combinations	Residence class of service 1-30
l		UNE Combinations	Residence class of service 31-90
		UNE Combinations	Residence class of service > 90
	verage Delay Days for Ameritech Caused Canceled Orders	POTS:	Business Class of Service
		POTS. UNE Combinations	Residence Class of Service Business Class of Service
		UNE Combinations UNE Combinations	Residence Class of Service
	rcent Trouble Reports within 30 Days (I-30) of Installation	POTS:	Residence - Field Work (FW)
- [POTS:	Residence - No Field Work (NFW)
		POTS:	Business - Field Work (FW)
		POTS:	Business - No Field Work (NFW)
		UNE Combinations	Field Work (FW), aggregated
		UNE Combinations:	Residence class of service - FW
- 1		UNE Combinations:	Residence class of service - No FW Business class of service - FW
- 1		UNE Combinations:	Business class of service - PW Business class of service - No FW
Pe	rcent No Access (Service Orders With No Access)	POTS:	Residence class of service
1	,	POTS:	Business class of service
		UNE Combinations	Residence class of service
		UNE Communations	Business class of service
	d UNE Loop and Port Combinations Combined by AIT]	
ince			
Tr	puble Report Rate	POTS:	Residence class of service
Ì		POTS.	Business class of service
		UNE Combinations	Residence class of service
-+-		UNE Combinations POTS:	Business class of service Residence Dispatch
]		POTS.	Residence - Dispatch Residence - Non-Dispatch
1		POTS:	Business - Dispatch
į		POTS:	Business - Dispatch Business - Non-Dispatch
		UNE Combo.	Residence - Dispatch
		UNE Combo:	Residence - Non-Dispatch
			Treatment Treatment
		UNE Combo: UNE Combo:	Business - Dispatch Business - Non-Dispatch

	A SERVICE SERVICES	Disaggregation	ATTEMPT AND DESCRIPTIONS
<u> </u>		POTS:	Residence - Dispatch - Out of Service
9		POTS:	Residence - Non-Dispatch - Affecting Service
9		POTS:	Residence - Non-Dispatch- Out of Service
9		POTS:	Business - Dispatch - Affecting Service Business - Dispatch - Out of Service
,		POTS:	Business - Dispatch - Out of Service Business - Non-Dispatch - Affecting Service
9		POTS:	Business - Non-Dispatch - Out of Service
9		UNE Combo:	Res Dispatch - Affecting Service
9		UNE Combo:	Res Dispatch - Out of Service
9		UNE Combo: UNE Combo:	Res No Dispatch - Affecting Service
9	i	UNE Combo:	Res No Dispatch - Out of Service Bus Dispatch - Affecting Service
9		UNE Combo:	Bus Dispatch - Out of Service
9		UNE Combo:	Bus No Dispatch - Affecting Service
2		UNE Combo:	Bus No Disputch - Out of Service
)	Percent Out of Service (OOS) < 24 Hours	POTS:	Residence class of service
0		POTS: UNE Combinations	Business class of service
)		UNE Combinations	Residence class of service Business class of service
-	Percent Repeat Reports - POTS	POTS:	Business class of service
1		POTS:	Residence class of service
1		UNE Combinations	Residence class of service
!	D - N - O - O - O - O - O - O - O - O - O	UNE Combinations	Business class of service
2	Percent No Access (Percent of Trouble Reports with No Access)	POTS:	Residence class of service Business class of service
?		UNE Combinations	Residence class of service
2		UNE Combinations	Business class of service
	als and UNE Loop and Port Combinations Combined by AIT (Excludes	1	
oning			
3	Average Installation Interval	Resold Specials:	DDS
3		Resold Specials:	DSI
		Resold Specials:	DS3
} }		Resold Specials: Resold Specials:	Voice Grade Private Line (VGPL) ISDN BRI
,		Resold Specials:	ISON BRI
,		Resold Specials:	Other Services Available for Resale
,		UNE Loop & Port:	ISDN
		UNE Loop & Port:	Other Combinations
	Percent Installations Completed within 20 Calendar Days	Resold Specials:	DDS
		Resold Specials:	DS1
ı		Resold Specials:	DS3
		Resold Specials:	Voice Grade Private Line (VGPL) ISDN BRI
		Resold Specials: Resold Specials:	ISDN PRI
		Resold Specials:	Other Services Available for Resale
		UNE Loop & Port:	ISDN
		UNE Loop & Port:	Other Combinations
	Percent Ameritech Caused Missed Due Dates	Resold Specials:	DDS
		Resold Specials:	DS1
i		Resold Specials:	DS3
i		Resold Specials:	Voice Grade Private Line (VGPL)
		Resold Specials: Resold Specials:	ISDN BRI ISDN PRI
		Resold Specials:	Other Services Available for Resale
		LINE Loop & Port:	ISDN
		UNE Loop & Port:	Other Combinations
	Percent Installation Reports (Trouble Reports) Within 30 Days (1-30) of	 	
	Installation	Resold Specials:	DDS
		Resold Specials:	DS1 DS3
		Resold Specials: Resold Specials:	Voice Grade Private Line (VGPL)
		Resold Specials:	ISDN BRI
		Resold Specials:	ISDN PRI
		Resold Specials:	Other Services Available for Resale
		UNE Loop & Port:	ISDN
		UNE Loop & Port:	Other Combinations
	Percent Ameritech Missed Due Dates Due to Lack of Facilities	Resold Specials:	% of DDS
		Resold Specials:	DDS >30
		Resold Specials:	DDS >90 % of DS1
		Resold Specials:	DS1 >30
		Resold Specials:	DS1 >90
		Resold Specials:	% of DS3
		Resold Specials:	DS3 >30
		Resold Specials.	DS3 >90
		Resold Specials:	% of VGPL
		Resold Specials:	VGPL >30 VGPL >90
		Resold Specials:	
		Resold Specials:	% ISDN BRI ISDN BRI (>30 Days)
		Resold Specials:	ISDN BRI (>90 Days)
			% ISDN PRI
		Resold Specials:	ISDN PRI (>30 Days)
			ISDN PRI (>90 Days)
		Resold Specials:	% of Other Services Available for Resale
		Resold Specials:	Other Services Available for Resale > 30
		Resold Specials:	Other Services Available for Resale > 90
		UNE Loop & Port:	% of ISDN
			ISDN > 30 ISDN > 90
			% of Other Combinations
- 1			of Other Combinations > 30
			Other Combinations > 90
			DDS
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Kesold Specials:	
	Average Delay Days for Missed Due Dates Due to Lack of Facilities		DS1
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials:	DS1 DS3
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials: Resold Specials: Resold Specials:	DS3 ISDN BRI
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials: Resold Specials: Resold Specials: Resold Specials:	DS3 ISDN BRI ISDN PRI
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials:	DS3 ISDN BRI ISDN PRI Voice Grade Private Line (VGPL)
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials:	DS3 ISDN BRI ISDN PRI Voice Grade Private Line (VGPL) Other Services Available for Resale
	Average Delay Days for Missed Due Dates Due to Lack of Facilities	Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials: Resold Specials: UNE Loop & Port:	DS3 ISDN BRI ISDN PRI Voice Crade Private Line (VGPL) Other Services Available for Resale ISDN
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49		Resold Specials:	Other Services Available for Resale
49		UNE Loop & Port:	ISDN
49	D	UNE Loop & Port:	Other Combinations
50	Percent Ameritech Caused Missed Due Dates > 30 Days	Resold Specials:	DDS
50 50		Resold Specials:	DS1
50		Resold Specials:	DS3
50		Resold Specials: Resold Specials:	Voice Grade Private Line (VGPL) ISDN BRI
50		Resold Specials:	ISDN PRI
50		Resold Specials:	Other Services Available for Resale
50		UNE Loop & Port:	ISDN
50		UNE Loop & Port.	Other Combinations
	Count of Orders Canceled After the Due Dates That Were Caused by		
51	Ameritech	Resold Specials:	DDS > 1-30 Days
51		Resold Specials:	DDS > 31-90
51		Resold Specials:	DDS > 90
51		Resold Specials:	DS1 > 1-30
51		Resold Specials:	DS1 > 31-90
51		Resold Specials:	DS1 > 90
51 51		Resold Specials:	DS3 > 1-30
51		Resold Specials: Resold Specials:	DS3 > 31-90
51		Resold Specials:	DS3 > 90 VGPL > 1-30
51		Resold Specials:	VGPL > 31-90
51		Resold Specials:	VGPL > 90
51		Resold Specials:	ISDN BRI > 1-30
51		Resold Specials:	ISDN BRI > 31-90
51		Resold Specials:	ISDN BRI > 90
51		Resold Specials:	ISDN PRI > 1-30
51		Resold Specials:	ISDN PRI > 31-90
51		Resold Specials:	ISON PRI > 90
51		Resold Specials:	Other Services > 1-30
51		Resold Specials:	Other Services > 31-90
51	1	Resold Specials:	Other Services > 90
51		UNE Loop & Port:	ISDN > 1-30
51 51		LINE Loop & Port: LINE Loop & Port:	ISDN > 31-90 ISDN > 90
51	1	UNE Loop & Port:	Other Combinations > 1-30
51		UNE Loop & Port:	Other Combinations > 1-90 Other Combinations > 31-90
51		UNE Loop & Port:	Other Combinations > 90
51.1	Average Delay Days for Ameritech Caused Canceled Orders	Resold Specials:	DDS
51.1		Resold Specials:	DSI
51.1		Resold Specials:	DS3
51.1		Resold Specials:	Voice Grade Private Line (VGPL)
51.1		Resold Specials:	ISDN - BRI
51.1		Resold Specials:	ISDN - PRI
51.1		Resold Specials:	Other Services Available for Resale
51.1		UNE Loop & Port:	ISDN
51.1	<u> </u>	UNE Loop & Port:	Other Combinations
	als and UNE Loop and Port Combinations Combined by AIT (Excludes		
Maintenance 52	(Specials are treated as Out of Service repair reports. There is No classi Mean Time to Restore	Resold Specials:	DDS (hours)
52	Weat Time to Restore	Resold Specials:	DSI (hours)
52		Resold Specials:	DS3 (hours)
52		Resold Specials:	Voice Grade Private Line (hours)
52	i		
	i e	Resold Specials:	
52		Resold Specials: Resold Specials:	ISDN BRI ISDN PRI
			ISDN BRI
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52 52 52 52 53 53 53 53 53 53 53 53 54 54 54 54 54 54 54 55 55 55 55 55 55	Failure Frequency Network Elements (UNEa) Average Installation Interval	Resold Specials: Resold Specials: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: Resold Specials: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE Loop & Port: LINE LOOP & Port: LINE LOOP & Port: LINE LOOP &	ISDN 8RI SDN PRI Other Services Available for Resale (hours) ISDN (hours) Other Combinations (hours) DDS DS1 DS3 Voice Grade Private Line (VGPL) ISDN 8RI ISDN PRI Other Services Available for Resale ISDN Other Combinations DDS DS1 DS3 Voice Grade Private Line (VGPL) ISDN 8RI ISDN PRI Other Services Available for Resale ISDN DS1 DS3 Voice Grade Private Line (VGPL) ISDN BRI ISDN PRI Other Services Available for Resale ISDN Other Combinations DS5 DS1 DS3 Voice Grade Private Line (VGPL) ISDN BRI ISDN BRI ISDN PRI Other Services Available for Resale ISDN PRI Other Services Available for Resale ISDN DDS1 DS2 Vivice Analog (1-10) 2 Wire Analog (1-10) 2 Wire Analog (20+) Digital (1-10) Digital (1-10) Digital (1-10) Digital (1-10) DS1 Loop (includes PRI) Switch Ports - RRI Port (1-20) Switch Ports - BRI Port (1-20) Switch Ports - BRI Port (1-20) Switch Ports - PRI Port (1-20) Switch Ports - PRI Port (1-20) Switch Ports - PRI Port (1-20) DS1 Trunk Ports (1-10) DS1 Trunk Ports (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (1-10) Dedicated Transport - DS0 (20+) Dedicated Transport - DS0 (20+) Dedicated Transport - DS0 (20-)
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TALE N		Disaggregation Catagory 1991	The properties Detail to the second
55 55.1 A	verage Installation Interval - DSL	UNEs UNEs	INP (20+)
55.1	verage installation interval - DSL	UNEs	Loops w/ Line Sharing Requiring Conditioning Loops w/ Line Sharing Requiring No Conditioning
55.1		UNEs	Loops w/out Line Sharing Requiring Conditioning
55.1		UNEs	Loops woul Line Sharing Requiring No Conditioning
55.1		UNEs	Broadband Service Product
	verage Installation Interval for Loop With LNP	UNEs .	Coordinated Hot Cuts
55.2		UNEs	Loop with LNP (1-10)
55.2 55.3 Lo	oops conditioned based on pre-qualification data	UNEs UNEs	Loop with LNP (11-20)
55.3	sopo oculationo essessi sur pro quantización cara	UNEs	Loops between 112,000 feet and 17,500 feet Loops over 17,500 feet
	ercent Installations Completed within "X" Days	UNEs	2 Wire Analog (1-10)
56	•	UNEs	2 Wire Analog (11-20)
56		UNEs	2 Wire Analog (20+)
56		LINEs	Digital (1-10)
56		UNEs	Digital (11-20)
56		UNEs	Digital (20+)
56		UNEs	DS1 Loop (includes PRI) - 3 Days
56 56		UNEs UNEs	Switch Ports - Analog Port
56		UNEs	Switch Ports - BRI Port (1-50) Switch Ports - BRI Port (50+)
56		UNEs	Switch Ports - PRI Port (1-20)
56		UNEs	Switch Ports - PRI Port (20+)
56		UNEs	DSI Trunk Ports (1-10)
56		UNEs	DS1 Trunk Ports (11-20)
56		UNEs	DS1 Trunk Ports (20+)
56		UNEs	Dedicated Transport - DS0 (1-10)
56		UNEs	Dedicated Transport - DS1 (1-10)
56 56		UNEs UNEs	Dedicated Transport - DS3 (1-10) Dedicated Transport - DS0 (11-20)
56		UNEs	Dedicated Transport - DSD (11-20) Dedicated Transport - DS1 (11-20)
56		UNEs	Dedicated Transport - DS3 (11-20)
56		UNEs	Dedicated Transport - DS0 (20+)
56		UNEs	Dedicated Transport - DS1 (20+)
56		UNEs	Dedicated Transport - DS3 (20+)
56		UNEs	INP (1-10) - Technically Infeasible
56		UNEs	INP (11-20) - Technically Infeasible
56 Av	verage Response Time for Loop Make-Up Information	UNEs UNEs	INP (20+) - Technically Infeasible ASDL
57	verage response time for Loop make-up information	UNEs	Other DSL
	rcent Ameritech Caused Missed Due Dates	UNEs	8.0 dB Loop (w/ test access)
58		UNEs	8.0 dB Loop (w/o test access)
58		UNEs	5.0 dB Loop (w/ test access)
58		UNEs	5.0 dB Loop (w/o test access)
58		UNEs	BRI Loop w/ test access
58		UNEs UNEs	ISDN BRI Port
58 58		UNE	DSI Loop w/ test access DSI Dedicated Transport
58		UNE	Subtending Channel (23B)
58		UNEs	Subtending Channel (1D)
58		UNEs	Analog Trunk Port
58		UNEs	Subtending Digital Direct Combination Trunks
58		UNEs	DS3 Dedicated Transport
58		UNEs	Dark Fiber
58		UNEs	DSL Loops w/ Line Sharing
58 58		UNEs UNEs	DSL Loops w/out Line Sharing Broadband Servcie Product
	rcent Trouble Reports Within 30 Days (1-30) of Installation	UNEs	8.0 dB Loop (w/ test access)
59		UNEs	8.0 dB Loop (w/o test access)
59		UNEs	5.0 dB Loop (w/ test access)
59		UNEs	5.0 dB Loop (w/o test access)
59		UNEs	BRI Loop w/ test access
59		UNEs	ISDN BRI Port
59		UNEs	DS1 Loop w/ test access DS1 Dedicated Transport
59		UNEs UNEs	Subtending Channel (23B)
59		UNEs	Subtending Channel (1D)
59		UNEs	Analog Trunk Port
59		UNEs	Subtending Digital Direct Combination Trunks
59		UNEs	DS3 Dedicated Transport
59		LINEs	Dark Fiber
59		UNEs	DSL Loops w/ Line Sharing
59		UNEs UNEs	DSL Loops w/out Line Sharing Broadband Servcie Product
59 60 Per	rcent Missed Due Dates Due To Lack Of Facilities	UNEs	% of 8.0 dB Loop (w/ test access)
60 Fe	The same of the sa	UNEs	8.0 dB Loop (w/ test access) > 30
60		UNEs	8.0 dB Loop (w/ test access) > 90
60		UNEs	% of 8.0 dB Loop (w/o test access)
50		UNEs	8.0 dB Loop (w/o test access) > 30
50		UNEs	8.0 dB Loop (w/o test access) > 90
50		UNEs	% of 5.0 dB Loop (w/ test access)
50		UNEs UNEs	5.0 dB Loop (w/ test access) > 30 5.0 dB Loop (w/ test access) > 90
×		UNEs	% of 5.0 dB Loop (w/o test access)
0		UNEs	5.0 dB Loop (w/o test access) > 30
50 l		UNEs	5.0 dB Loop (w/o test access) > 90
so l		UNEs	% of BRI Loop w/ test access
50		UNEs	BRI Loop w/ test access > 30
0		UNEs	BRI Loop w/ test access > 90
0		UNEs	% of ISDN BRI Port
0		UNEs	ISDN BRI Port > 30
0		UNEs	ISDN BRI Port > 90
0		UNEs	% of DS1 Loop w/ test access
0		UNEs	DSI Loop w/ test access > 30
0		UNEs	DS1 Loop w/ test access > 90
0		UNEs UNEs	% of DS1 Dedicated Transport DS1 Dedicated Transport > 30
e		UNEs	DS1 Dedicated Transport > 30 DS1 Dedicated Transport > 90
o		UNEs	% of Subtending Channel (23B)
0		UNEs	Subtending Channel (23B) > 30
0		UNEs	Subtending Channel (23B) > 90
0		UNEs	% of Subtending Channel (1D)
0		UNEs	Subtending Channel (1D) > 30
		UNEs	Subtending Channel (1D) > 90
,			
50 50		UNEs UNEs	% of Analog Trunk Port Analog Trunk Port > 30

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	Manager Name and Associated Spinish Sp	Category	· FERRISCOCIONES CONTRACTOR CONTR
60 60		UNEs UNEs	Analog Trunk Port > 90 % of Subtending Digital Direct Combination Trunks
60		UNEs	Subtending Digital Direct Combination Trunks > 30
60		UNEs	Subtending Digital Direct Combination Trunks > 90
60		UNEs	% of DS3 Dedicated Transport
60 60		UNEs UNEs	DS3 Dedicated Transport > 30 DS3 Dedicated Transport > 90
60		UNEs	% of Dark Fiber
60		UNEs	Dark Fiber > 30
60		UNEs	Dark Fiber > 90
60		UNEs	% of DSL Loops with Line Sharing
60		UNEs	DSL Loops > 30 with Line Sharing
60		UNEs	DSL Loops > 90 with Line Sharing
60 60		UNEs	% of DSL Loops w/out Line Sharing DSL Loops > 30 w/out Line Sharing
60		UNEs	DSL Loops > 90 w/out Line Sharing
60		UNEs	Broadband Servcie Product
61	Average Delay Days for Missed Due Dates Due to Lack of Facilities	UNEs	8.0 dB Loop (w/ test access)
61		UNEs	8.0 dB Loop (w/o test access)
61		UNEs	5.0 dB Loop (w/ test access)
61 61	1	UNEs UNEs	5.0 dB Loop (w/o test access) BRI Loop w/ test access
61		UNEs	ISDN BRI Port
61		UNEs	DS1 Loop w/ test access
61		UNEs	DS1 Dedicated Transport
61		UNEs	Subtending Channel (23B)
61		UNEs	Subtending Channel (1D)
61		UNEs	Analog Trunk Port
61		UNEs UNEs	Subtending Digital Direct Combination Trunks
61 61		UNEs	DS3 Dedicated Transport Dark Fiber
61	1	UNEs	DSL Loops w/ Line Sharing
61	1	UNEs	DSL Loops w/out Line Sharing
61		UNEs	Broadband Servcie Product
62	Average Delay Days for Ameritech Caused Missed Due Dates	UNEs	8.0 dB Loop (w/ test access)
62		UNEs UNEs	8.0 dB Loop (w/o test access)
62 62		UNEs	5.0 dB Loop (w/ test access) 5.0 dB Loop (w/o test access)
62		UNEs	BRI Loop w/ test access
62		UNEs	ISDN BRI Port
62		UNEs	DS1 Loop w/ test access
62		UNEs	DS1 Dedicated Transport
62		UNEs	Subtending Channel (23B)
62		UNEs UNEs	Subtending Channel (1D)
62 62		UNEs	Analog Trunk Port Subtending Digital Direct Combination Trunks
62	İ	UNEs	DS3 Dedicated Transport
62		UNEs	Dark Fiber
62		UNEs	DSL Loops w/ Line Sharing
62		UNEs	DSL Loops w/out Line Sharing
62	December 10 Decemb	UNEs	Broadband Servcie Product
63 63	Percent Ameritech Caused Missed Due Dates > 30 Days	UNEs	8.0 dB Loop (w/ test access) 8.0 dB Loop (w/o test access)
63		UNEs	5.0 dB Loop (w/ test access)
63		UNEs	5.0 dB Loop (w/o test access)
63		UNEs	BRI Loop w/ test access
63		UNEs	ISDN BRI Port
63		UNEs	DS1 Loop w/ test access
63		UNEs	DS1 Dedicated Transport
63 63		UNEs UNEs	Subtending Channel (23B) Subtending Channel (1D)
63		UNEs	Analog Trunk Port
63		UNEs	Subtending Digital Direct Combination Trunks
63		UNEs	DS3 Dedicated Transport
63		UNEs	Dark Fiber
63		UNEs	DSL Loops w/ Line Sharing
63		UNEs	DSL Loops w/out Line Sharing
63	Count of Orders Canceled After the Due Date Which Were Caused by	UNEs	Broadband Servcie Product
64	Ameritech	UNEs	8.0 dB Loop (w/ test access) 1 - 30
	1		
64	l .	UNEs	8.0 dB Loop (w/ test access) 31-90
64		UNEs	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/ test access) > 90
64 64		UNEs UNEs	8.0 dB Loop (w/ best access) 31-90 8.0 dB Loop (w/ best access) > 90 8.0 dB Loop (w/o best access) 1-30
64 64 64		UNEs UNEs UNEs	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/ test access) 90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 (31-90 days)
64 64		UNEs UNEs	8.0 dB Loop (w/ best access) 31-90 8.0 dB Loop (w/ best access) > 90 8.0 dB Loop (w/o best access) 1-30
64 64 64 64		UNEs UNEs UNEs UNEs UNEs UNEs	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/ test access) 90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 5-90 8.0 dB Loop (w/o test access) > 90 5.0 dB Loop (w/o test access) 1-30 5.0 dB Loop (w/ test access) 1-30 5.0 dB Loop (w/ test access) 1-30
64 64 64 64 64		UNES UNES UNES UNES UNES UNES UNES UNES	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/ test access) > 90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) (31-90 days) 8.0 dB Loop (w/o test access) > 90 5.0 dB Loop (w/o test access) > 90 5.0 dB Loop (w/ test access) 1-30 5.0 dB Loop (w/ test access) 31-90 5.0 dB Loop (w/ test access) 31-90 5.0 dB Loop (w/ test access) > 90
64 64 64 64 64 64 64		UNEs UNES UNES UNES UNES UNES UNES UNES UNES	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/o test access) 1-90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-90 5.0 dB Loop (w/ test access) 1-30 5.0 dB Loop (w/ test access) 1-90 5.0 dB Loop (w/ test access) 1-90 5.0 dB Loop (w/ test access) 1-50 5.0 dB Loop (w/ test access) 1-50 5.0 dB Loop (w/o test access) 1-50 5.0 dB Loop (w/o test access) 1-30
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64 64 64 64 64 64 64 64 64 64 64 64		UNES UNES UNES UNES UNES UNES UNES UNES	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 90 90 90 90 90 90 90 90 90 90 90 90 90 9
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64 64 64 64 64 64 64 64 64 64 64 64 64 6		UNES UNES UNES UNES UNES UNES UNES UNES	8.0 dB Loop (w/ test access) 31-90 8.0 dB Loop (w/o test access) 90 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 8.0 dB Loop (w/o test access) 1-30 9.0 dB Loop (w/o test access) 1-30 9.0 dB Loop (w/ test access) 1-30 9.0 dB Loop (w/ test access) 1-30 9.0 dB Loop (w/ test access) 90 9.0 dB Loop (w/ test access) 2-90 9.0 dB Loop (w/o test access) 31-90 days 9.0 dB Loop (w/o test access) 90 9.0 dB Loop (w/o test access) 90 9.0 dB Loop (w/o test access) 31-90 days 9.0 dB Loop (w/o test access) 31-90 days 9.0 dB Loop (w/o test access) 90 9.0 dB Loop (w/o test access)
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64		UNEs .	DS3 Dedicated Transport (> 90)
64 64		UNEs UNEs	Dark Fiber (1 - 30 days) Dark Fiber (31 - 90 days)
64		UNEs	Dark Fiber (> 90 days)
64		UNEs	DSL Loops (1 - 30 days)
64 64		UNEs UNEs	DSL Loops (31-90 days) DSL Loops (>90 days)
64.1	Average Delay Days for Ameritech Caused Canceled Orders	UNEs	8.0 dB Loop (w/ test access)
64.1		UNEs	8.0 dB Loop (w/o test access)
64.1		UNEs	5.0 dB Loop (w/ test access)
54.1 54.1		UNEs UNEs	5.0 dB Loop (w/o test access) BRI Loop w/ test access
54.1		UNEs	ISON BRI Port
64.1		UNEs	DS1 Loop w/ test access
54.1 54.1		UNEs UNEs	DS1 Dedicated Transport
54.1		UNEs	Subtending Channel (23B) Subtending Channel (1D)
54.1		UNEs	Analog Trunk Port
64.1		UNEs	Subtending Digital Direct Combination Trunks
64.1 54.1		UNEs UNEs	DS3 Dedicated Transport Dark Fiber
4.1		UNEs	DSL Loops
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65	Trouble Report Rate	UNEs UNEs	8.0 dB Loop (w/ test access) 8.0 dB Loop (w/o test access)
65		UNEs	5.0 dB Loop (w/ test access)
65		UNEs	5.0 dB Loop (w/o test access)
65		UNEs	BRI Loop w/ test access
65		LINEs	ISDN BRI Port DS1 Loop w/ test access
55 55		UNEs UNEs	DS1 Loop w/ test access DS1 Dedicated Transport
55 5		UNEs	Subtending Channel (23B)
5		UNEs	Subtending Channel (1D)
5		LINEs	Analog Trunk Port
5		UNEs UNEs	Subtending Digital Direct Combination Trunks
5 5		UNEs UNEs	DS3 Dedicated Transport Dark Fiber
5		UNEs	Interconnection Trunks
5		UNEs	DSL Loops w/ Line Sharing
5		UNEs	DSL Loops w/out Line Sharing
55 56	Percent Missed Repair Commitments	UNEs UNEs	Broadband Servcie Product 2-Wire Analog 8dB Loop
ю 6	rerent wissed repair Communerits	UNEs	DSL Line Sharing
×6	ŧ	UNEs	Broadband Servcie Product
7	Mean Time to Restore	UNEs	8.0 dB Loop (w/ test access) - Dispatch
7		UNEs	8.0 dB Loop (w/ test access) - No Dispatch -
57 57		UNEs UNEs	8.0 dB Loop (w/o test access) - Dispatch 8.0 dB Loop (w/o test access) -
57		UNEs	5.0 dB Loop (w/ test access) - Dispatch
7		UNEs	5.0 dB Loop (w/ test access) - No Dispatch
57		UNEs	5.0 dB Loop (w/o test access) - Dispatch
7		UNEs	5.0 dB Loop (w/o test access) - No Dispatch
57 57		UNEs UNEs	BRI Loop w/ test access - Dispatch BRI Loop w/ test access - No Dispatch
57		UNEs	ISDN BRI Port - Dispatch
.7		UNEs	ISDN BRI Port · No Dispatch
7		UNEs	DS1 Loop w/ test access - Dispatch
7		UNEs UNEs	DS1 Loop w/ test access - No Dispatch DS1 Dedicated Transport - Dispatch
57 57		UNEs	DS1 Dedicated Transport - No Dispatch
.7		UNEs	Subtending Channel (238) - Dispatch
7		UNEs	Subtending Channel (23B) - No Dispatch
7		UNEs	Subtending Channel (1D) - Dispatch
7		UNEs	Subtending Channel (1D) - No Dispatch Analog Trunk Port - Dispatch
7 7		UNEs	Analog Trunk Port - No Dispatch
7		UNEs	Subtending Digital Direct Combination Trunks - Dispatch
7		UNEs	Subtending Digital Direct Combination Trunks - No Dispatch
7		UNEs	DS3 Dedicated Transport - Dispatch
7		UNEs	DS3 Dedicated Transport - No Dispatch
7		UNEs UNEs	Dark Fiber - Dispatch Dark Fiber - No Dispatch
, 7		UNEs	DSL Loops - Dispatch w/ Line Sharing
7		UNEs	DSL Loops - Dispatch w/out Line Sharing
7		UNEs	DSL Loops - No Dispatch - w/ Line Sharing
7 7	\	UNEs	DSL Loops - No Dispatch - w/out Line Sharing Broadband Servcie Product
7 8	Percent Out of Service (OOS) < "24" Hours	UNEs UNEs	2-Wire Analog 8dB Loop
9	Percent Repeat Reports	UNEs	8.0 dB Loop (w/ test access)
9		UNEs	8.0 dB Loop (w/o test access)
9		UNEs	5.0 dB Loop (w/ test access)
9		UNEs UNEs	5.0 dB Loop (w/o test access) BRI Loop w/ test access
9		UNEs	ISDN BRI Port
9		UNEs	DS1 Loop w/ test access
,		UNEs	DS1 Dedicated Transport
9		UNEs	Subtending Channel (23B)
? [UNEs	Subtending Channel (1D)
3		UNEs UNEs	Analog Trunk Port
,		UNEs	Subtending Digital Direct Combination Trunks DS3 Dedicated Transport
,		UNEs	Dark Fiber
•		UNEs	Interconnection Trunks
٠ ا		UNEs	DSL Loops - No Dispatch - w/ Line Sharing
1		UNEs	DSL Loops - No Dispatch - w/out Line Sharing
Marrie		UNEs	Broadband Servcie Product
	rements Percent Trunk Blockage (Call Blockage)		AIT end office to CLEC end office
			AIT and office to CLEC end office AIT tandem to CLEC end office trunk blockage
1	Trunk Blockage Exclusions		
	Percentage of Trunk Blockage (Trunk Groups)		AIT end office to CLEC end office AIT tandem to CLEC end office trunk blockage
2 1			Common trunk groups where CLECs share ILEC trunks
1	Common Transport Trunk Blockage		Common data groups where CEECS state IEEC dates
	Common Transport Trunk Blockage Distribution of Common Transport Trunk Groups > 2%		Common trunk groups for CLECs Not shared by the ILEC. >=2%, & <= 2.99%

	Measure Name	Disagrapitos Catagory	Paragregation Date:
72 72			>= 4%, & <= 5,99% >= 6%, & <= 9.99%
72			>= 10%
73 73	Percent Missed Due Dates - Interconnection Trunks		911 OS/DA
73			SS7 links
73 74	Average Delay Days for Missed Due Dates - Interconnection Trunks		Interconnection Trunks 911
74 74			OS/DA
74			SS7 links Interconnection Trunks
	Percent Ameirtech Caused Missed Due Dates > 30 Days - Interconnection		
75 75	Trunks		911 OS/DA
75 75			SS7 links
75 76	Average Trunk Restoration Interval - Interconnection Trunks		Interconnection Trunks 911
76			OS/DA
76 76			967 links Interconnection Trunks
77 77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	Tandem trunk groups Tandem trunk groups	911 OS/DA
77		Tandem trunk groups	S67 links
77		Tandem trunk groups Non-Tandem trunk	Interconnection Trunks
77		groups	911
77		Non-Tandem trunk groups	OS/DA
		Non-Tandem trunk	
77		groups Non-Tandem trunk	S67 links
77		groups	Interconnection Trunks
78 78	Average Interconnection Trunk Installation Interval		Interconnection Trunks SS7 links
78			OS/DA
78	ter Responsiveness	I	91! Trunks
79	Directory Assistance Grade of Service	T	% of DA calls answered < 1.5
79			% of DA calls answered < 2.5
79 79			% of DA calls answered > 7.5 % of DA calls answered > 10.0
79			% of DA calls answered > 15.0
79 79			% of DA calls answered > 20.0 % of DA calls answered > 25.0
80 81	Directory Assistance Average Speed of Answer		8 (OC 1) La15
81	Operator Services Grade of Service		% of OS calls answered < 1.5 % of OS calls answered < 2.5
81 81			% of OS calls answered > 7.5
81			% of OS calls answered > 10.0 % of OS calls answered > 15.0
81			% of OS calls answered > 20.0
81 82	Operator Services Speed of Answer		% of OS calls answered > 25.0
83	Percent Calls Abandoned		OS
83 84	Percent Calls Deflected		DA OS
84	100		DA
85 85	Average Work Time		DA
86	Non-Call Busy Work Volumes		
interim Nun	nber Portability (INP) [Percentage Installations Completed Within "X" (3, 7, 10) Days -		
87	Technically Infeasible		
88	Average INP Installation Interval - Technically Infeasible Percentage INP Only I-Reports Within 30 Days - Technically Infeasible		
90	Percent Missed Due Dates (INP Only) - Technically Infeasible		
Local Numb			
91			NXXs previously opened
91 91	Percentage of LNP Only Due Dates within Industry Guidelines		NXXs previously opened NXX new
91	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription		
	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date		
91 92	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer	Manuai Requests	NXX new
91 92 93	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours
91 92 93 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours
91 92 93 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours
91 92 93 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours
91 92 93 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours
91 92 93 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours
91 92 93 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours
91 92 93 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours
91 92 93 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours
91 92 93 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) w/ 12 clock hours LNP Complex Business (50-1 Lines) w/ 12 clock hours LNP Complex Business (50-1 Lines) w/ 12 clock hours LNP Complex Business (50-1 Lines) w/ 12 clock hours
91 92 93 04 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	NXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) w/m 24 clock hours LNP Complex Business (50+ Lines) w/m 24 clock hours LNP Complex Business (50+ Lines) w/m 24 clock hours LNP Complex Business (50+ Lines) w/m 24 clock hours Simple Residence and Business LNP Comply (1-19) - Manually Processed < 5
91 92 93 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests	INIX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5
91 92 93 04 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 46 clock hours LNP Complex Business (30-50 Lines) < 46 clock hours LNP Complex Business (30-50 Lines) × 48 clock hours LNP Complex Business (50- Lines) w/in 24 clock hours LNP Complex Business (50- Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or	Manual Requests Manual Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (30-50 Lines) × 10-10 clock hours LNP Complex Business (30-1 Lines) w/in 24 clock hours LNP Complex Business (30-1 Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percent PoCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20* Loops) < 48 clock hours LNP Only (20* Loops) < 48 clock hours LNP with Loop (20* Loops) < 48 clock hours LNP with Loop (20* Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) / 14 clock hours LNP Complex Business (20-50 Lines) / 14 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage Ocusioner Account Restructured Prior to LNP Due Date Percent FOCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) = 48 clock hours LNP Complex Business (20-50 Lines) = 47 clock hours LNP Complex Business (50+ Lines) = w/in 24 clock hours LNP Complex Business (50+ Lines) = w/in 24 clock hours LNP Complex Business (50+ Lines) = w/in 24 clock hours LNP Complex Business (50+ Lines) = w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent Pocs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20 Lines) < 48 clock hours LNP Complex Business (20 Lines) < 48 clock hours LNP Complex Business (20 Lines) < 48 clock hours LNP Complex Business (30 Lines) < 48 clock hours LNP Complex Business (30 Lines) w/in 24 clock hours LNP Complex Business (50 Lines) w/in 24 clock hours LNP Complex Business (50 Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percent POCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours LNP Complex Business (50+ Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours
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91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent Pocs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP With Loop (20-100) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) × 48 clock hours LNP Complex Business (20- Lines) w/ in 24 clock hours LNP Complex Business (50- Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percent PoCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (50+ Lines) w/in 24 clock hours LNP Complex Business (50+ Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Bectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent PCCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (20-Loops) < 48 clock hours LNP Only (20-Loops) < 48 clock hours LNP with Loop (20-Loops) < 48 clock hours LNP with Loop (20-Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (50-Lines) w/ in 24 clock hours LNP Complex Business (50-Lines) w/ in 24 clock hours LNP Complex Business (50-Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (20-Loops) < 48 clock hours LNP With Loop (20-Loops) < 48 clock hours LNP With Loop (20-Loops) < 48 clock hours LNP With Loop (20-Loops) < 48 clock hours LNP Complex Business (20-Loops) < 48 clock hours LNP With Loop (20-Loops) < 48 clock hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Service Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (50- Lines) w/in 24 clock hours LNP Complex Business (50- Lines) w/in 24 clock hours LNP Complex Business (50- Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP Only (20+ Loops) < 48 clock hours LNP Only (20+ Loops) < 48 clock hours LNP With Loop (20+ Loops) < 48 clock hours LNP Complex Business (5) Elech hours LNP Complex Business (5) Elech hours LNP Complex Business (5) Elech Elech hours LNP Complex Business (5) Elech hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percent PCCs Received Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20 Loops) < 48 clock hours LNP Only (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP with Loop (20 Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 49 clock hours LNP Complex Business (20-50 Lines) w/ in 24 clock hours LNP Complex Business (20-50 Lines) w/ in 24 clock hours LNP Complex Business (20-50 Lines) w/ in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (20-Loops) < 48 clock hours LNP With Loop (20-Loops) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of LNP Only Due Dates within Industry Guidelines Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Customer Account Restructured Prior to LNP Due Date Percentage of Service Within "X" Hours - Measured in Clock Hours or business hours	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	INXX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20- Loops) < 48 clock hours LNP Only (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) / 48 clock hours LNP Complex Business (20-50 Lines) / 48 clock hours LNP Complex Business (20-50 Lines) / 10-10 clock hours LNP Complex Business (20-50 Lines) / 10-10 clock hours LNP Complex Business (20-50 Lines) / 10-10 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 housiness hours Simple Residence and Business LNP Only (1-19) - Bectronically Processed < 2 husiness hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 husiness hours LNP with Loop (1-19) - Manually Processed < 5 husiness hours LNP with Loop (1-19) - Bectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP With Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP Only (20- Loops) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (12) Timer Percentage of Clustomer Account Restructured Prior to LNP Due Date Percentage of Clustomer Account Restructured Prior to LNP Due Date Percent PoCs Received Within "X" Hours - Measured in Clock Hours or business hours The average time to return POC from receipt of complete and accurate	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP with Loop (20+ Loops) < 48 clock hours LNP complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) / 12 clock hours LNP Complex Business (20-50 Lines) / 12 clock hours LNP Complex Business (20-50 Lines) / 12 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 business hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Manually Processed < 5 business hours LNP with Loop (1-19) - Blectronically Processed < 5 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP complex Business
91 92 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second P-Hour (T2) Timer Percentage of Clustomer Account Restructured Prior to LNP Due Dake Percentage of Clustomer Account Restructured Prior to LNP Due Dake Percent PoCs Received Within "X" Hours - Measured in Clock Hours or business hours The average time to return POC from receipt of complete and accurate service request to return of confirmation to CLEC.	Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Manual Requests Electronic Requests	INIX new LNP Only (1-19) < 24 clock hours LNP Only (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP with Loop (1-19) < 24 clock hours LNP Only (20- Loops) < 48 clock hours LNP Only (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP with Loop (20- Loops) < 48 clock hours LNP Complex Business (1-19 Lines) < 24 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 48 clock hours LNP Complex Business (20- Lines) < 40 clock hours LNP Complex Business (20- Lines) w/in 24 clock hours LNP Complex Business (20- Lines) w/in 24 clock hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 housiness hours Simple Residence and Business LNP Only (1-19) - Manually Processed < 5 housiness hours Simple Residence and Business LNP Only (1-19) - Electronically Processed < 2 housiness hours LNP with Loop (1-19) - Manually Processed < 5 housiness hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Electronically Processed < 2 business hours LNP with Loop (1-19) - Blectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP with Loop (1-19) - Sectronically Processed < 2 business hours LNP Only (20- Loops) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours LNP Complex Business (20-50 Lines) < 48 clock hours

PM#		Disagnation	THE RESERVE AND DESCRIPTION OF THE PARTY OF
	Measure Name	Category	20 Dasgreptor Dead
94.1 94.1		Manual Requests	LNP Complex Bus (20 - 50 Lines)
94.1		Manual Requests Manual Requests	LNP Complex Bus (50+ Lines) LNP W/Loop (1- 19 Loops)
94.1	1	Manual Requests	LNP W/Loop (1- 19 Loops)
94.1		Electronic Requests	Res & Bus LNP Only (1 - 19 Lines) - Manually Processed
94.1		Electronic Requests	Res & Bus LNP Only (1 - 19 Lines) - Electronically Processed
94.1		Electronic Requests	LNP Only (20+ Lines)
94.1 94.1		Electronic Requests Electronic Requests	LNP Complex Bus (1 - 19 Lines) LNP Complex Bus (20 - 50 Lines)
94.1		Electronic Requests	LNP Complex Bus (20 - 50 Lines)
94.1		Electronic Requests	Res & Bus LNP W/Loop (1 - 19 Loops)
94.1		Electronic Requests	LNP W/Loop (20+ Loops)
95	Average Response Time for Non-Mechanized Rejects Returned With		
95	Complete and Accurate Codes		LNP Only LNP w/ Loop
			Lati wy coop
96	Percentage Pre-Mature Disconnects for LNP Orders		LNP Only
96			lam ()
70	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the	 	LNP w/ Loop
97	LNP Order Due Date		LNP Only
97	n of UNDan Dispersion		LNP w/ Loop
98	Percent Trouble LNP (I-Reports) in 30 Days of Installation Average Delay Days for Ameritech Missed Due Dates	 	LNP Only
100	Average Time of Out of Service for LNP Conversions	1	List Only
101	Percent Out of Service < 60 Minutes		
	e & Accuracy		
102	Average Time to Clear Errors Percent Accuracy for 911 Database Updates	 	
103	Average Time Required to Update 911 Database (Facility Based	 	
104	Providers)	<u> </u>	
104.1	The Average Time It Takes To Unlock the 911 Record	ļ <u>.</u>	
	nduit and Rights of Ways		
105	Percentage of Requests Processed Within 35 Days Average Days Required to Process a Request	 	
	n Measurements	 	
107	Percentage Missed Collocation Due Dates	†	Physical
107	_	1	Virtual
107			Additions
107	Average Delay Days for Ameritech Missed Due Dates	 	Cageless Physical
108	The state of the s		Virtual
108			Additions
108	D CD D D D D D D D D D D D D D D D D D		Cageless
109 109	Percent of Requests Processed Within the Established Timelines	1	Physical Virtual
109		1	Additions
109			Cageless
Directory A	Assistance Database		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs		Electronic Orders
110	Twenty based celes		Manual Orders
	Average Update Interval for DA Database for Facility Based CLECs	1	
111	(hours)		Electronic Orders
111	Percentage DA Database Accuracy for Manual Updates	 	Manual Orders
	Percentage of Electronic Updates that Flow Through the update Process		
113	Without Manual Intervention		
Coordinate	ed Customer Conversions		
114	Percentage of Premature Disconnects (Coordinated Cutovers)		LNP
		İ	
114		L	LNP w/ loop
114.1	CHC LNP w/ Loop Provisioning Interval		CHC - LNP with Loop < 10 lines
114.1	Percentage of Ameritech Caused Delayed Coordinated Cutovers	LNP	CHC - LNP with Loop 10 - 24 lines > 30 minutes
115	,	LNP	> 60 minutes
115		LNP	> 120 minutes
115		LNP to/ UNE Loop	> 30 minutes
115		LNP w/ UNE Loop	> 60 minutes
115		LNP w/ UNE Loop	> 120 minutes
115.1 115.2	Percent Provisioning Trouble Reports (PTR)		laua
113.2		<u> </u>	CHC
	Mean Time to Restore - Provisioning Trouble Report (PTR) Percentage of Missed Mechanized INP Conversions - Technically		CHC CHC
116	Percentage of Missed Mechanized INP Conversions - Technically Infeasible		
NXX	Percentage of Missed Mechanized INP Conversions - Technically Infeasible		
NXX 117	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date		
NXX	Percentage of Missed Mechanized INP Conversions - Technically Infeasible		
117 118 119	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BPRs)		
117 118 119	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BPRa) Percentage of Requests Processed Within 30 Business Days		
117 118 119 Bona Fide F	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business		
117 118 119 Bona Fide F 120	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Proces (BPRa) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days		
117 118 119 Bona Fide F 120	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business		CHC POTS - Residence Class of Service - Fleid Work
117 118 119 Bona Fide F 120 121 Original Mi MI 1	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days Lichigan Order Measures	}	POTS - Residence Class of Service - Field Work POTS - Residence Class of Service - No Field Work
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117 118 119 Bona Fide B 120 121 Original Mi MI I MI I MI I	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days Lichigan Order Measures		POTS - Residence Class of Service - Field Work POTS - Residence Class of Service - No Field Work POTS - Business Class of Service - No Field Work POTS - Business Class of Service - No Field Work
117 118 119 Bona Fide B 120 121 Original Mi MI I MI I	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days Lichigan Order Measures		POTS - Residence Class of Service - Field Work POTS - Residence Class of Service - No Field Work POTS - Business Class of Service - Field Work
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117 118 119 119 119 120 121 Original Mi MI 1 MI 1 MI 1 MI 1 MI 1 MI 1 MI 1 MI 1	Percentage of Missed Mechanized INP Conversions - Technically Infeasible Percent NXXs Loaded and Tested Prior to the Effective Date Average Delay Days for NXX Loading and Testing Mean Time to Repair Request Process (BFRs) Percentage of Requests Processed Within 30 Business Days Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days Lichigan Order Measures		POTS - Residence Class of Service - Field Work POTS - Residence Class of Service - No Field Work POTS - Business Class of Service - No Field Work POTS - Business Class of Service - No Field Work Resale Specials - Field Work Resale Specials - No Field Work Unbundled Loops with LNP Unbundled Loops with LNP Unbundled Loops with LNP Unbundled Loops with UnP Unbundled Loops with UnP Unbundled Loops with UnP
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MI 10 MI 10	ALL STREET	Disaggregation Coloraty	and a second second second second
MI 10	Percent Time-out Transactions		Address Verification
341.10			Request for Telephone Number
MI 10 MI 10			Request for Customer Service Record Service Availability
MI 10	1		Dispatch Required / Service Appointment Scheduling (Due Date)
MI 10 MI 10			PIC FAV / SAV
MI 10			DSL Loop Qualification
MI 10			NC/NCI
MI 10 MI 11	Average Interface Outern Notification	 	CFA Availability
MI 12	Average Interface Outage Notification Average Time to Clear Service Order Errors	<u> </u>	Resale
MI 12			UNE P
MI 13 MI 13	Percent Loss Notification within 1 Hour of Service Order Completion		Resale
MI 13	i		UNE Loops
MI 13			UNE P
MI 14	Percent Completion Notifications Returned within "X" Hours of Completion of Maintenance Trouble Ticket		Resale Manual < 24 Hours
MJ 14	Compression of Manual Miles Trouble Trees		Resale Electronic < 1 Hour
MI 14			UNE Loops Manual < 24 Hours
MI 14 MI 14			UNE Loops Electronic < 1 Hour UNE P Manual < 24 Hours
MI 14			UNE P Electronic < 1 Hour
MI 15	Change Management		Changes to Existing Interfaces - Category 1 - Gateway >= 110 days
MI 15 MI 15			Changes to Existing Interfaces - Category 2 - GUI >= 14 days Introductions - Category 1 - Gateway >= 110 days
MI 15			Introductions - Category 2 - GUI >= 45 days
MI 15		i	Retirements Wholesale Interfaces - Category 1 - Gateway >= 24 months
MI 15 MI 16	Percent Rejected Query Notices		Retirements Wholesale Interfaces - Category 2 - GUI >= 12 months Address Verification
MI 16	, , , , , , , , , , , , , , , , , , , ,		Request for Telephone Number
MI 16		1	Request for Customer Service Record Service Availability
MI 16 MI 16			Dispatch Required / Service Appointment Scheduling (Due Date)
MI 16			PIC
MI 16 MI 16			FAV / SAV DSL Loop Qualification
MI 16		1	NC/NCI
MI 16	D. A. W. A. A. G. LINE /	 	CFA Availability
WI I	Percent No-Access for UNE Loops - Provisioning Percent No-Access for UNE Loops - Maintenance	 	
CLEC W I	Average Delay in oringinal FOCs due date due to delay notices		
CLEC W 4	Accuracy of processing CLEC corrections based on review of Directory		E. D. BOC
CLEC W 4	information		First Pre-BOC Second Pre-BOC
CLEC W 5	Percentage of protectors not moved after technician visit		
CLEC W 6	Percent Form A Received within the Interval Ordered by the Commission.		8.0 dB Loop with Test Access
CLEC W 6			8.0 dB Loop without Test Access 5.0 dB Loop with Test Access
CLEC W 6			5.0 dB Loop without Test Access
CLEC W 6			BRI Loop with Test Access
CLEC W 6			DSI Loop with Test Access DSI Dedicated Transport
CLEC W 6			DS3 Dedicated Transport
CLEC W 6			Dark Fiber
CLEC W 6			DSL Loops with Line Sharing DSL Loops without Line Sharing
CLEC W 7	Percent Form B, C, D, and E Received within 72 hours of Form A		Form B: 8.0 dB Loop with Test Access
CLEC W 7			Form B: 8.0 dB Loop without Test Access Form B: 5.0 dB Loop with Test Access
CLEC W 7			Form B: 5.0 dB Loop without Test Access
CLEC W 7			Form B: BRI Loop with Test Access
CLEC W 7		ļ	Form B: DS1 Loop with Test Access Form B: DS1 Dedicated Transport
CLEC W 7			Form B: DS3 Dedicated Transport
CLEC W 7			Form B: Dark Fiber Form B: DSL Loops with Line Sharing
CLEC W 7			Form B: DSL Loops without Line Sharing
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CLEC W 9			DS1 Dedicated Transport
CLEC W 9			DS3 Dedicated Transport
CLEC W 9			Dark Fiber
CLEC W 9			DSL Loops with Line Sharing
CLEC W 9		F	DSL Loops without Line Sharing
CLEC W 11	FMOD Forms B, C, D percentage of Due Dates Met		Form B: 8.0 dB Loop with Test Access
CLEC W 11			Form B: 8.0 dB Loop without Test Access
CLEC W 11			Form B: 5.0 dB Loop with Test Access
CLEC W 11			Form B: 5.0 dB Loop without Test Access
CLEC W 11			Form B: BRI Loop with Test Access
CLEC W 11			Form B: DS1 Loop with Test Access
CLEC W 11			Form B: DS1 Dedicated Transport
CLEC W H			Form B: DS3 Dedicated Transport
CLEC W 11			Form B: Dark Fiber
CLEC W 11			Form B: DSL Loops with Line Sharing
CLEC W 11			Form B: DSL Loops without Line Sharing
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CLEC W 11			Form C: DSI Loop with Test Access
CLEC W 11			Form C: DS1 Dedicated Transport
CLEC W 11			Form C: DS3 Dedicated Transport
CLEC W 11			Form C: Dark Fiber
CLEC W 11			Form C: DSL Loops with Line Sharing
CLEC W 11			Form C: DSL Loops without Line Sharing
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CLEC W II			Form D: 5.0 dB Loop with Test Access
CLEC W 11			Form D: 5.0 dB Loop without Test Access
CLEC W 11			Form D: BRI Loop with Test Access
CLEC W 11			Form D: DS1 Loop with Test Access
CLEC W 11			Form D: DS1 Dedicated Transport
CLEC W 11			Form D: DS3 Dedicated Transport
CLEC W 11			Form D: Dark Fiber
CLEC W 11			Form D: DSL Loops with Line Sharing
CLEC W II			Form D: DSL Loops without Line Sharing
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